

**From:** no-reply@portnechesresponse.com [no-reply@portnechesresponse.com]  
on behalf of Port Neches Response [no-reply@portnechesresponse.com]  
**Sent:** 12/2/2019 5:13:10 PM  
**To:** no-reply@portnechesresponse.com  
**Subject:** News Release # 11-Response Measures Ongoing, Claims Process Continues

## Port Neches Response

### **News Release # 11-Response Measures Ongoing, Claims Process Continues**

**Beaumont, Texas** – Unified Command remains focused on mitigating the event and maintaining the safety of responders and the community. We are thankful for the continued support of emergency responders and our community.

**Situational update:** Response measures are ongoing and the fire at TPC Group Port Neches Operations continues to be contained. This morning, Unified Command confirmed that all towers have been accounted for. The noise heard in nearby areas resulted from settling of impacted equipment at TPC Group Port Neches Operations as a result of the ongoing event. No additional towers have fallen. This was an anticipated result of the fire and response teams managed the action accordingly. No injuries were reported and there were no offsite impacts.

**Air Quality update:** Unified Command remains diligent in its efforts to monitor air quality around the facility and in the community. Federal, state, and local agencies have been conducting stationary and roaming air monitoring since the event occurred, and will continue to do so through the course of the event. Monitoring results continue to indicate no human health concerns.

**Claims activities update:** Claims representatives began visiting area residents yesterday (Sunday). Claims visits will continue for several days across all impact areas. Representatives began door-to-door visits yesterday to all homes within the area of highest impact closest to the event, and will remain in the field from 8:00 a.m. to one hour before sundown each day. Residents who live outside the area of highest impact and have filed insurance claims through the Community Assistance Helpline (866-601-5880) will be contacted and visited by appointment.

**Debris assessments and removal update:** Residents who have contacted the Community Assistance Helpline with concerns about debris on their property, will continue to be visited by environmental response specialists with CTEH. CTEH will continue to respond to requests received via the Community Assistance Helpline as well as assessments of homes and yards within approximately one-half mile of the TPC Group Port Neches Operations fence line.

---

[View News Release # 11-Response Measures Ongoing, Claims Process Continues](#)

[Manage your subscriptions.](#)

Powered by [Jetty](#)